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DPA
Department of Personnel & Administration

Guy Mellor Named Leader Of The Year

The Governor's Leadership Award recognizes a manager, supervisor or lead worker with the State, who has at least two years of experience as a manager with program responsibility, or as a supervisor or lead worker, whose primary function is supervision of more than three employees. This year, DoIT's Deputy Director, Guy Mellor, was one of two outstanding State employees who received this award. Guy was acknowledged for his excellent program leadership of the Multi-Use Network (MNT) Program. The other recipient was Stacey Stegman of the Department of Transportation. ●

▲ *From left to right: Jane Norton, Lieutenant Governor, Guy Mellor, presenter Mike Beasley, Executive Director of Local Affairs and Jeff Wells, Director of the Departments of Personnel & Administration and Labor & Employment*

Spam Email Control

Freestone Software was selected as the enterprise level anti-spam vendor. The DoIT technical team is working with Freestone and State agencies to implement the software on the State's email servers now. Freestone meets all the technical qualifications, has solid background in the defense industry and offered the most attractive pricing. We expect to have the software implementation completed by June 30, 2004.

DoIT collaborated with the Office of Innovation and Technology to identify and implement enterprise-level solutions to the increasing problem of unsolicited commercial email

Rick Malinowski, Division Director/CIO of DoIT

(UCE or "spam" email). The working-group identified a two-tiered solution as best for our needs. The first tier catches obvious UCE as it enters the State network, and the second tier catches less obvious UCE at the client. DoIT staff prepared the solicitation, answered all vendor questions and prepared the evaluation spreadsheet containing vendor responses for the ratings team members. The software contains anti-virus filtering, policy compliance filtering (checking outgoing email for confidential information), adult content filtering, email management (reporting, archiving, disclaimers, etc.), email relay, secure email (encryption), attachment handling (deconstruction/analysis of attachments) and other important features needed to control the spread of spam within our networks. ●

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Internet Content Management

Maintaining the integrity of our State networks against outside influence remains a key concern and challenge. Along with spam becoming a major network issue, other issues may be occurring on State Department equipment such as visiting unauthorized sites, downloading inappropriate materials and other activities considered undesirable by management and staff.

DoIT is now using a proxy server, currently used by Legislative Services, to evaluate the usefulness of Internet filtering. They have enough free licenses to allow us to use their server for a trial period. We will conduct "before and after" measurements to see what affect Internet filtering has on our network. We expect
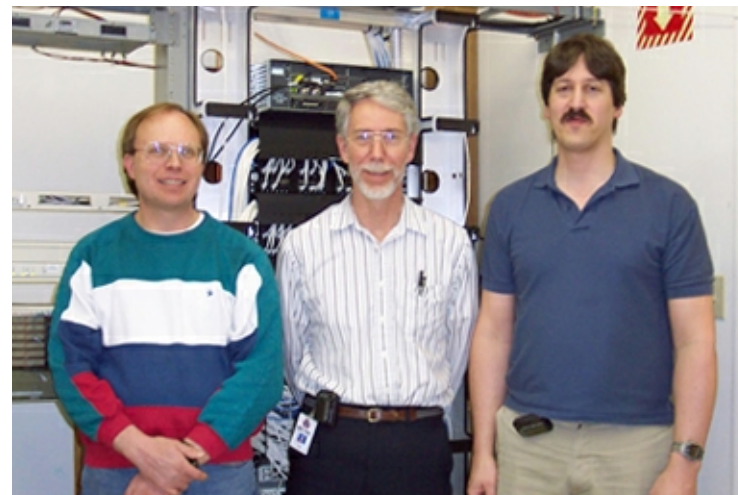
▲ *From left to right: Server Team Members Rod Wilson, Roy Jansen (recently retired) and Ron Applebach*

to learn how much use there might be, what effect audio and video streaming has on our bandwidth, and what legitimate use may be affected. ●

More Anti-Spam Efforts

DPA employee email addresses were removed from the State Employee Telephone Directory Internet Site as part of an anti-spam effort. We would encourage other departments to remove their email addresses if they have not already done so. ●

◄ *Connie Winters, left, Desktop/Server Support and Aminah Patterson, Telecommunications/Voice Services*

DoIT Creates Catalog Of Services

▲ *Marie Sarazin, Contracts Administrator and Sue Ellen Quam, Customer Relations Manager at DoIT's Information Booth at the recent CSMA/CFMA/CIMA Spring Conference*

Revenue shortfalls and need for economies of scale suggest even greater necessity for IT consolidation when existing resources can provide desired services.

The Division of Information Technologies (DoIT) is pleased to provide you with a catalog of our services. We offer these services to State departments and, in some instances, to local governments and private non-profit entities. The division welcomes new business and is expert at providing centralized services and support. ●

Customer Survey Results

On March 7, DoIT issued a survey to many of our customers and received a participation response of 40%. The purpose of the survey was to develop a baseline of customer perception of services offered by the Division. We asked our customers to use a five point-rating scale describing whether services: (1) did not meet expectations, (3) met expectations, or (5) exceeded expectations. Our services were rated as meeting or exceeding customer expectations in approximately 76% of our service areas. Efforts are already underway to improve the score to an even higher percentage of meeting expectations in the next survey.

Samplings of the strengths listed by customers are:

● Providing good customer service.
● MNT sponsored services.
● Providing Data Center Operational support.
● Providing Archival and Record Retention support. ●

Customers and staff attending the CIMA/CSMA/CFMA Spring Conference

Two New Automated Systems For DPA Employees

By Jeff Wells,
*Executive Director
Departments of
Personnel & Administration and Labor &
Employment*

DPA is transitioning to a new way of processing personnel actions, leave requests, and time sheets by using two new automated systems.

One of the new systems is the Employee Data System (EDSys), created by the Colorado Department of Labor & Employment. This database contains information on each DPA employee, position, work group, leave, pay stub, and personnel transaction. Managers and supervisors now have a new, streamlined way to process personnel actions within their assigned units that greatly reduce the time needed to conclude a transaction.

The second system implemented at DPA is KRONOS, which manages timekeeping, leave requests and approvals, and tracks leave accrual information. This system allows employees to enter their time sheet information that is subsequently routed to supervisors for review, edit and approval.

The EDSys and KRONOS Implementation Committee members have been working diligently these past couple of months to implement the new systems and I want to thank them all for their hard work. ●

Multi-Use Network (MNT) Program Overview

The 3-year MNT project build-out is complete. Qwest and its strategic partners invested approximately $60 million in the infrastructure for the MNT and the State agreed to pay approximately $9.5 million over ten years to reserve 20 megabits per second of bandwidth at each of the ANAPs for public sector use.

Colorado has bridged the digital divide with a network that is capable of deliver-ing data, voice, and video services to every county in the state. This network provides a pipeline to the state's rural areas capable of supporting growth in existing and new industries while also providing access for public sector services in healthcare, education and government. Please access the MNT Project Completion Report for more detailed information on the Multi-Use Network project. ●

Left to right: Some of the Telecommunications staff members— Chris Block, David Bredehoeft, Debra Dirks, Gary Lopez, Getachew Mekonnen, John Clark and Tammy Woodhouse

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Primary MNT Achievements

Listed below are a few of the primary achievements of the MNT program.

- A statewide redundant fiber backbone is deployed throughout Colorado.
- Expensive backhaul charges for rural customers are reduced or eliminated. The new network tariffs are based on entering and exiting the network, not on distance traveled.
- Equity in pricing is established. The same Qwest tariff rate applies to all areas of the state served by Qwest.
- The stage is set for redundant or duplicate circuit connections at major public facilities to be reduced or eliminated through a strategy of circuit aggregation. ●

State Archives And The Colorado Quarter Campaign

In 2006, the U.S. Mint will produce over 450 million quarters honoring the State of Colorado, as part of its Fifty States Commemorative Coin Program. The effort to find nominations for the selection of Colorado's quarter design is being led by First Lady Frances Owens. State Archives assisted the effort by working with the Governor's office in developing the website. Please visit the Colorado Home Page to see the Colorado Quarter Design Recommendation announcement. ●

*Terry Ketelsen,
State Archivist*

Faster Network Connections For State And Local Agencies

DoIT recently completed a 10-month project to increase the MNT network bandwidth. The MNT Development section completed the migration of service from the OC-3

*Phil Bisant,
Manager of Network
Development and
Operations*

(155Mbps) Qwest service to the new OC-12 (622Mbits) Qwest service at a Denver location. This last conversion signals the completion of the 10-month project to increase the MNT network capacity at our five (5) major sites. Increasing additional bandwidth provides customers the capacity they need to fulfill their business needs.

   The Colorado High Speed Digital Network and the MNT are made up of mostly OC3 fiber-optic connections. It is a type of telephone line that sends pulses of light waves in

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a signal called SONET, which is the basic transport method. Increasing additional bandwidth will provide customers the capacity they need to fulfill their business needs. ***Phase 1 of making our network routers 33% faster is complete.*** All MNT customers will benefit from this conversion, as the newer routing equipment is 33% faster than prior equipment. In addition to this performance improvement, the new system can be changed without incurring interruptions of service. Use of multiple routers ensures maintaining Internet connectivity even if the first hop router fails. ●

Paul Nelson, Network Services Manager

Communication Services Is The Provider Of Choice

A new transmitter was installed in Springfield, Colorado for the National Oceanic and Atmospheric Administration (NOAA). Communication Services is the provider of choice to NOAA radio in the State of Colorado. NOAA radio provides essential real time weather and atmospheric reporting and warnings to citizens of Colorado. ●
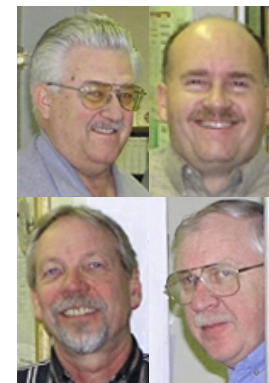
▲ *Above, clockwise from top left: Richard Schmidt (recently retired), Larry Brooks, Ray Nelson and Dennis Kalvels*

DoIT Aids Other State Departments

DoIT Network Services installed the telecommunications systems for two new DOR (Department of Revenue) Driver License Offices in the Colorado Springs area. DOR needed immediate installations to occur and our staff met their accelerated request for service.

A new 15 megabit connection was installed for the Department of Public Health and Environment. This new connection is between the Health Department Campus in Glendale and the DoIT Data Center in Lakewood. This link will make it faster for campus employees to connect to the Internet and the State network. ●

DoIT And DNR Partner On A Parks Reservation System

DoIT staff completed acquisition, installation, and configuration of the servers required by the Department of Natural Resources in support of their parks reservation application software named "Parks". DoIT is providing hosting services to the DNR for this application. This system requires reliability and support beyond what DNR-ITS can provide at this time. DNR is entering into an agreement with DoIT to provide the physical infrastructure, network connectivity, and associated support. Additionally, DNR is requesting after-hours basic call center support. ●

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MNT Expansion And Digital Subscriber Line (DSL) Installation

Since January 2004, 14 new MNT customers were added to the State IP network and seven new DSL (Digital Subscriber Line) sites were activated on the MNT network including DSL installations at the Executive Residence in Denver, the Department of Natural Resources and for the Buena Vista Library.

A new 10 megabit redundant connection was installed for the DOR (Department of Revenue), between the DOR site at 1881 Pierce and the Capital complex. This will allow nearly 100% uptime in data communications from that site. ●

Order, Entry, and Billing staff members Lenora Dobson (left) and Lorilie McCann (right)

Digital Trunked Radio (DTR)

New microwave radios and antennas were installed between Grand Junction to Whitewater, Whitewater to Montrose and Montrose to Storm King. These new sites increase capacity to the State of Colorado microwave network required for the ongoing implementation of DTR.

One new DTR fill-in site was turned up at Holyoke. The installation of this new fill-in site in the Holyoke area has improved radio coverage for State agencies and made DTR available for use by our local government partners in the area.

Installation of several new sites in the Grand Junction area makes DTR available for use by our local government partners in the Montrose area. The City of Montrose has begun active use of DTR.

The DTR system was upgraded to the latest Project 25 suite of standards, revision 6.3 of Motorola's Astro technology. The new upgrade completed the integration of voice and data providing a platform that supports the transport of low speed data, messaging and photographs such as mug shots on the system.

Weather transmitters for the Department of Transportation have been installed along the I-70 corridor in the Eagle/Glenwood Springs area of Colorado. These transmitters broadcast essential information about weather and road conditions to travelers on commercial FM radio channels. Anyone with

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standard FM car radio may receive this information as they travel through the area.

Orders are in place for equipment purchases using Federal grants to provide DTR subscriber and infrastructure equipment in the San Luis Valley. We wish to express our gratitude and appreciation to the Colorado Department of Public Safety for their past and continuing efforts in assisting with the acquisition of grants for this project. ●

DoIT Enhances Telecommunications Systems For CDHS And Others

Ken Hinkle from the Order, Entry, and Billing Unit

The long distance billing systems were modified to add a new telecommunication switch for the Colorado Mental Health Institute in Pueblo. Staff prepared a checklist of customer actions required to add a new switch to the long distance billing systems in an effort to improve internal business processes.

Another recent improvement is the development of a Microsoft Excel spreadsheet of all telephone equipment information that allows DoIT personnel to more easily provide telephone inventory reports by location to customers. ●

Virtual Server Use Starts Within DoIT

DoIT staff completed full consolidation of our first target server. A DoIT owned server had been suffering hardware failures and replacement was imminent. DoIT staff used a virtual-machine solution, which allows us to combine multiple servers on a single physical machine, reducing the cost of maintaining multiple physical servers. DoIT's future plans are to market the virtual-machine solution to other State departments once development and testing are completed. ●

Disaster Recovery Testing

The annual test of the State's disaster/recovery capability was successfully completed at a secure and redundant remote mainframe computing facility provisioned under a contract with IBM. An additional billing system was added to the repertoire of systems that can be executed in the event of a disruption in the state's computing resources. This year's test could be graded as exceeding any prior test.

▲ *Brian Ipsen and Norbert Drenski at the Disaster Recovery (DR) site*

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▲ *Jason Blair and Brian Ipsen at the DR site*

Once again, the Data-Center has proven it is fully capable of restoring the mainframe system and the communication connection between the recovery site and the State's network. During the test this year the baseline moved to 15½ hours for total system recovery.

The baseline set by the prior year's testing was an operating system recovery of 8 hours and a database recovery of 21 hours for a total of 29 hours before the system would be available for customer agencies system recovery to begin. ●

▲ *Carol Walker and Bob Siska at the DR site*

Personnel Changes Within DoIT

Kathy Olivas, Computer Operations Supervisor II

On June 1, 2004 **Kathy Olivas** started her new position as the Computer Operations Supervisor II at the 690 Kipling Data Center. Kat will initially have responsibility for supervisors of the Computer Operations and Service Center personnel. She fills a vacancy that is needed to bring additional leadership expertise to the day-to-day computer room operations as well as a stronger strategic focus on where computer operations should be directed.

Kat has a strong background in computer operations and job scheduling, supervision and has direct customer experience not only as a service provider but also as a consultant. Please join us in congratulating Kat on her promotion.

On June 1, 2004, **Mary Lou LaCouture** joined the Network Services staff. Mary Lou will have initial responsibility for Voice and Video and for statewide telecommunications planning. She comes to us from the Department of Corrections where she managed Telecommunications and Applications Development. She is highly experienced in telecommunications issues and video teleconferencing matters. Mary Lou also serves on the Governor's MNT Task Force. She will be located at Second and Bryant

Also on June 1, **Susan McMillin** came aboard as our new Security Officer. Susan is a former DPA employee, having worked on the BIDS system for the Division of Finance and Procurement a few years

Mary Lou LaCouture, Manager of Voice and Video

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ago. She has most recently been working on the AVATAR system in the Department of Human Services. Susan will be heading our security group, adding her strong technical background to our staff and leadership to the Security and Disaster Recovery teams. Susan will have an office at 690 Kipling. ●

**Susan McMillan,
DoIT's Security Officer**

Improved Functionality For Fleet Management System

Division of Information Technologies staff rolled out a new CARS software release for Fleet Management. The release implements new functionality and resolves over twenty software change requests. One of the most notable enhancements to the system is the addition of the Contacts Management module. This new functionality allows Fleet Management staff to email all CARS users directly from the CARS system. There is no longer a need to maintain a cumbersome manual system to maintain current CARS users in a separate personal distribution list on MS Outlook.

Two new features were added to the MyFleet CARS web interface. Users now have the capability to request a fuel card by completing an on-line request form and the ability to view odometer history data.

Deferred Compensation Accounts

DoIT staff completed a new process to allow state employees to borrow money from their 457 Deferred Compensation accounts and have repayment taken directly from their payroll. Work was also completed to allow direct file transfers of employee 401k deductions with the new 401k provider, City Street. ●

A MyFleet CARS Interface release was also implemented that included the new online Vehicle Utilization Report. With the use of this report, agency fleet managers have direct access to utilization data that assists them with managing their fleet to ensure the most efficient use of these vehicles. ●

First Milestone Met For The Retirement Of The EMPL System

EMPL is the State's Employee Data System. It is a custom software application that ensures employee information complies with any and all appropriate statutes, rules and procedures. EMPL contains the employee history section of the Colorado Personnel Payroll System. During the month of May, the Payroll Team completed testing and implementation of four releases and updates to

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the Colorado Personnel Payroll System (CPPS), making it easier to use. These upgrades included numerous screen upgrades, "bug" fixes as well as system enhancements. This implementation was the culmination of four months work and completed the first milestone for the retirement of the EMPL system.

Current plans are underway to retire EMPL and enhance the functionality of CPPS as an interim step toward develop-

**Mike Amelon,
HR Software Manager**

ing an Enterprise Resource Planning (ERP) system. The goal is to have all of the State's human resource (HR) and payroll information in a single system. In order to do that, a data warehouse or mart will be required. The current schedule calls for EMPL to be fully retired by 3/31/05. CPPS updates are complete. The HR data warehouse/mart and Business Intelligence tools are slated to go out for RFP 7/1/04. ●

Congratulations To DPA's May "Employee Of The Month"—Sue Schiffmacher, TMU Customer Support Coordinator

(Reprinted from the DPA June Dispatch*)*

Sue is the TMU Customer Support Coordinator and has been a great help on the project to move Central Services, Network Services, and Data Center Billing Reports to Document Direct. The purpose of the Document Direct Project is to provide faster distribution of reports to customers and to reduce printing at the Data Center by distributing the reports from the DPA billing systems electronically using the *Document Direct for the Internet* product.

Sue's part of the project is to set up new users in the Document Direct Database. When requests to view reports began arriving from our testers before the reports were ready, Sue took the initiative to work with our team to establish a process for handling this. She sees that the loose ends aren't dropped; she is cooperative and conscientious. The Document Direct Project began in December 2003, and continued through mid-April 2004.

Sue's work on this project is an example of how to put the three C's in action. She puts the customer first, completes the task with thoroughness and superb communication, resulting in increased credibility for DoIT and DPA. ●

▲ **Sue Schiffmacher receives her award from DPA Deputy Executive Director Paul Farley**

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How To Contact The Units Of The Division Of Information Technologies (DoIT)

The main office for the Division of Information Technologies (DoIT) is located at 690 Kipling Street, Lakewood, Colorado 80215. The Service Center Phone numbers and email address is listed below along with some of DoIT's senior management email addresses.

LOCAL . . . . **(303) 239-4357 (HELP)**

TOLL FREE . . . . **(877) 632-2487**

OUTAGE STATUS . . . . **(303) 239-4666**

DoIT Email Address . . **DoIT-CS.ServiceCenter@state.co.us**

DoIT Website . . . . **DoITstate.state.co.us**

DoIT News Email Address . . . . **DoIT.News@state.co.us**

DoIT News Website . . . . **colorado.gov/dpa/doit/news/**

Department of Personnel & Administration

*Photo: Robert Royhem
Colorado Tourism Office*

Division Director/Chief Information Officer
. . . . *Rick Malinowski*

Division Deputy Director . . . . *Guy Mellor*

Accounting & Financial Systems Manager within TMU
. . . . *Dave Cuneo*

Business Services . . . . *Molly Behnke*, Manager

Colorado State Archives . . . . *Terry Ketelsen*,
State Archivist

Communication Services . . . . *Paul Nelson*, Manager

Computing Services . . . . *Tony Poulter*,
Technical Support Manager

Customer Relations Manager/Editor of *DoIT News*
. . . . *Sue Ellen Quam*

DPA Systems Manager within TMU . . . *Linda Watson*

Human Resource Systems Manager within TMU
. . . . *Mike Amelon*

Marketing . . . . *Margaret DeLany*, Manager

Multi-Use Network/MNT . . . . . *Paul Nelson*, Manager

Quality Assurance Manager within TMU . . . *Ann Mord*